

# LSR FORM CHANGES

## 28 HTN (field #112)

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- **ADDED NOTES:**

**NOTES:**

When HTSEQ is 2, HTN must be populated with one of the following:

--10-digit number or range of numbers

--T2 and may be ranged (T2 – T6).

If range is in the HTSEQ field, a range is required in the HTN field.

HTN must be populated with a 10-digit number when HNTYP is 1, 5, 6, or 7 and the HTSEQ is 1.

HTN must begin with T2 and may be ranged (T2-T6) if HTSEQ is 2 and when hunt type is 1, 5, 6 or 7.

- **CHANGED DATA ENTRY CONDITIONS:**

removed

**DATA ENTRY CONDITIONS:**

- When HTSEQ is 2, HTN must be populated with one of the following:
  - 10-digit number or range of numbers
  - T2 and may be ranged (T2 – T6).
- If a range is in the HTSEQ field, a range is required in the HTN field.
- HTN must be populated with a 10-digit number when HNTYP is 1, 5, 6, or 7 and the HTSEQ is 1.
- HTN must begin with T2 and may be ranged (T2-T6) if HTSEQ is 2 and when hunt type is 1, 5, 6 or 7.
- HLA and HTN combinations may not be duplicated.

added

**DATA ENTRY CONDITIONS:**

- If NOTYP is L valid entries are:
  - 1 to 4 numerics OR
  - 1 to 4 numerics separated by a dash (-) and 1 to 4 numerics
- If NOTYP is T valid entries are:
  - 10 numerics OR
  - 10 numerics separated by a dash (-) and 4 numerics
- HLA and HTN combinations may not be duplicated

- **CHANGED DATA CHARACTERISTICS:**

removed

17 alpha / numeric characters (including 1-3 hyphens)

added

1 - 17 alphanumeric / special characters

## EU FORM CHANGES

### 29 PON (field #1)

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- **CHANGED NOTES:**

removed

**NOTE 1:** The Purchase Order Number may not be reused.

**NOTE 2:** The Purchase Order Number (PON) is not required if populated on the LSR form.

added

**NOTE 1:** The Purchase Order Number may not be reused

**NOTE 2:** The Purchase Order Number (PON) is not required if populated on the LSR form.

**NOTE 3:** Hyphen is the only special character allowed.

- **CHANGED DATA CHARACTERISTICS:**

removed

1 – 16 alpha / numeric characters

added

1 – 16 alpha / numeric / special characters

### 30 ATN (field #4)

---

- **CHANGED NOTE:**

removed

**NOTE:** The Account Number (ATN) is not required if populated on the LSR form.

added

**NOTE:** The Account Telephone Number (ATN) is not required if populated on the LSR form.

### 31 SASF (field #11)

---

- **ADDED NOTE:**

**NOTE:** This field is prohibited if the @ symbol is in the SASN field.

### 32 SASD (field #12)

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- **ADDED NOTE:**

**NOTE:** This field is prohibited if the "@ , " (@ symbol, a space and a comma) is in the SASN field.

## EU FORM CHANGES

**33** **SASN (field #13)**

- **ADDED NOTE:**

**NOTE:** The only valid special characters allowed are the at symbol ( @ ), virgule ( / ) or comma ( , ).

- **CHANGED DATA CHARACTERISTICS:**

removed:

1-50 alpha numeric characters

added:

1-50 alpha / numeric / special characters

- **ADDED EXAMPLES:**

[illegible]

**34** *CITY (field #20)*

- CHANGED MATRIX:

## **ACTIVITIES**

		N	C	D	T	R	V	W	S	B	Y
REQUTYP	A	R	C	N	R	O	R				
	B	R	C	N	R	O	R				
	C	N	N	N		N	N				
	E	R	NO	N	R	NO	NO	N	N	N	N
	F	R	C	N		O	R		N	N	
	J										
	M	R	C	N	R	O	R		N	N	

O - Optional C - Conditional N - Not Required R - Required P - Prohibited

## EU FORM CHANGES

**35** STATE (field #21)

• CHANGED MATRIX:

		<u>ACTIVITIES</u>									
		N	C	D	T	R	V	W	S	B	Y
R E Q U I R E D P R O H I B I T E D	A	R	C	N	R	O	R				
	B	R	C	N	R	O	R				
	C	N	N	N		N	N				
	E	R	N	O	N	R	N	O	N	N	N
	F	R	C	N		O	R		N	N	
	J										
	M	R	C	N	R	O	R		N	N	

O - Optional C - Conditional N - Not Required R - Required P - Prohibited

**36** EATN (field #36)

• CHANGED MATRIX:

		<u>ACTIVITIES</u>									
		N	C	D	T	R	V	W	S	B	Y
R E Q U I R E D P R O H I B I T E D	A	N	N	N	N	N	N				
	B	N	O	N	O	O	O				
	C	N	O	N		O	O				
	E	N	O	N	O	O	O	O	N	N	N
	F	N	N	N		N	N		N	N	
	J										
	M	N	N	N	N	N	N		N	N	

O - Optional C - Conditional N - Not Required R - Required P - Prohibited

**37** TC TO PRI (field #53)

• CHANGED FIELD DESCRIPTION:

removed

Identifies a primary TN to be used for a transfer of calls when there is more than one TN.

added

Identifies the telephone number to which calls are to be referred.

## EU FORM CHANGES

### 38 TC TO SEC (field #54)

---

- **CHANGED FIELD DESCRIPTION:**

removed

Identifies a secondary TN to be used for a transfer of calls when there is no more than one TN.

added

Identifies a secondary TN to be used for a transfer of calls when there is more than one TN.

### 39 TC ID (field #55)

---

- **CHANGED FIELD DESCRIPTION:**

removed

Indicates the sequence of telephone numbers and names associated with split transfer of calls

added

Indicates a sequence of telephone numbers and names associated with split transfer of calls when other than the normal rotating sequence.

### 40 TC NAME (field #56)

---

- **CHANGED FIELD DESCRIPTION:**

removed

Indicates the name associated with TC TO to which calls are transferred when split transfer of calls is requested.

added

Indicates the name associated with TC TO to which calls are transferred.

# EU FORM CHANGES

## 41 TC PER (field #57)

---

- CHANGED FIELD DESCRIPTION:

removed

Indicates the requested date that the transfer of calls, specified in the TCTO field, is to be removed and the standard recorded announcement is to be provided.

added

Indicates the requested date that the transfer of calls is to be discontinued.

## 42 REF NUM (field #59)

---

- CHANGED FIELD EXAMPLE:

removed

0	0	2	3
---	---	---	---

added

2	3		
---	---	--	--

## RS FORM CHANGES

### 43 PON (field #1)

---

- **CHANGED NOTES:**

- removed**

- NOTE 1:** The Purchase Order Number may not be reused.

- NOTE 2:** The Purchase Order Number (PON) is not required if populated on the LSR form.

- added**

- NOTE 1:** The Purchase Order Number may not be reused

- NOTE 2:** The Purchase Order Number (PON) is not required if populated on the LSR form.

- NOTE 3:** Hyphen is the only special character allowed.

- **CHANGED DATA CHARACTERISTICS:**

- removed**

- 1 – 16 alpha / numeric characters

- added**

- 1 – 16 alpha / numeric / special characters

### 44 ATN (field #4)

---

- **ADDED DATA ENTRY CONDITIONS:**

1. If ACT is W, V, D, C, R, S, B or Y, then the ATN must be a valid telephone number in CRIS.
2. ~~If ACT is W, V, D, C, R, S, B or Y, then the ATN must match the billed telephone number (BTN) in CRIS.~~
2. If ACT is W, D, C, R, S, B or Y, then the ATN must match the billed telephone number (BTN) in CRIS.
3. When the ACT is S and the BTN is a master account in CRIS, the LSR must include all the working telephone numbers on the master BTN.
4. When the ACT is S and the BTN is a billed-on account in CRIS, the LSR must include all the working telephone numbers on that billed-on account
5. When the ACT is Y, the LSR must include all working telephone numbers on the account in CRIS. This includes all the working telephone numbers on the master account and all the working telephone numbers on each billed-on account.
6. If ACT is V and EATN is not populated, then ATN must match the BTN in CRIS.

## RS FORM CHANGES

**45** LNA (field #11)

---

- **CHANGED VALID ENTRIES:**

removed

L = Seasonal (SWBT WILL NOT IMPLEMENT)

Y = Deny (SWBT WILL NOT IMPLEMENT)

added

L = Seasonal – Changing line to or from vacation service

Y = Deny – Changing line to or from suspension non-pay

- **CHANGED MATRIX:**

**ACTIVITIES**

Reqttyp   E	N	C	D	T	R	V	W	S	B	Y
	R	R	N	R	O	R	R	OR	OR	NR

O - Optional C - Conditional N - Not Required R - Required P - Prohibited

- **ADDED DATA ENTRY CONDITIONS:**

If REQTYP is E and ACT is S, then LNA must be L.

If REQTYP is E and ACT is B, then LNA must be L or Y.

If REQTYP is E and ACT is Y, then LNA must be Y.

**46** TN (field #14)

---

- **ADDED DATA ENTRY CONDITION:**

When the ACT is N and the LNA is N, or the ACT is C or R and the LNA is X or N, the TN must be new and not already working.

## RS FORM CHANGES

### 47 ECCKT (field #24)

---

- **CHANGED NOTE:**

removed

**NOTE:** All components within the ID must be delimited by periods.

added

**NOTE:** Virgules, periods, and spaces are valid delimiters.

- **REMOVED VALID ENTRY:**

**FACILITY ID FORMAT:**

Facility Designation/Facility Type/Office A location/Office Z location  
This format may be up to 36 characters in length.

EXAMPLE: 101.T1.DLLSTXABHA1.DLLSTXCDDSO

### 48 LPIC (field #27)

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- **CHANGED NOTES:**

removed

**Note:** The only valid entry is NA for LPIC until Dialing Parity becomes effective.

added

~~**Note 1:** The only valid entry is NA for LPIC until Dialing Parity becomes effective.~~

**Note 1 2:** SWB Calling Plans are only valid with LPIC of 9100.

- **CHANGED VALID ENTRY:**

removed

Valid 4 numeric PIC Code

**NONE** - Customer does not want to pre-subscribe.

**NA - Not applicable-** Service may not require a LPIC  
(e.g. DID Trunk, local RCF).

added

**VALID** Valid 4 numeric PIC Code

**NONE** - Customer does not want to pre-subscribe.

**NA - Not applicable-** Service does not require an LPIC  
(e.g. DID Trunk, local RCF).

## RS FORM CHANGES

### **49** TC OPT (field #30)

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- **ADDED DATA ENTRY CONDITION:**

- **remove:**

NOTE: When ACT is Y, the only valid Custom Code Identifier is 02.

- **add:**

When ACT is Y, the only valid Custom Code Identifier is 02.

### **50** TC TO PRI (field #31)

---

- **CHANGED FIELD DESCRIPTION:**

- **removed**

Identifies a primary TN to be used for a transfer of calls when there is more than one TN.

- **added**

Identifies the telephone number to which calls are to be referred.

### **51** TC TO SEC (field #32)

---

- **ADDED NOTE:**

NOTE: 19 occurrences allowed per REFNUM.

### **52** TC ID (field #34)

---

- **ADDED NOTE:**

NOTE: 20 occurrences allowed per REFNUM

### **53** TC NAME (field #35)

---

- **CHANGED FIELD DESCRIPTION:**

- **removed**

Indicates the name associated with TC TO to which calls are transferred when split transfer of calls is requested.

- **added**

Indicates the name associated with TC TO to which calls are transferred.

## RS FORM CHANGES

54 BLOCK (field #47)

---

- **ADDED NOTE:**

**NOTE:** This field is also used when one telephone number is involved in a transfer of calls situation.

- **CHANGED VALID ENTRIES:**

removed

<b>E = No 0+ Local (NOT USED BY SWBT)</b>
<b>F = No 1= and 0+ Local (NOT USED BY SWBT)</b>
<b>G = No 011 (International) (NOT USED BY SWBT)</b>
<b>J = No 700 (NOT USED BY SWBT)</b>
<b>K = No 976 (NOT USED BY SWBT)</b>
<b>L = No 915 (NOT USED BY SWBT)</b>
<b>N = No Casual calling (NOT USED BY SWBT)</b>
<b>P = No N11 (Except 911 and 411) (NOT USED BY SWBT)</b>
<b>Q = No 411 (NOT USED BY SWBT)</b>
<b>R = No incoming (CENTREX) (NOT USED BY SWBT)</b>
<b>W = No 7 digit toll (CENTREX) (NOT USED BY SWBT)</b>
<b>Y = No 500 (NOT USED BY SWBT)</b>

added

N = No Casual calling

- **CHANGED DATA CHARACTERISTICS:**

removed

1 – 3 alpha characters

added

1-4 alpha characters

- **ADDED FIELD EXAMPLE:**

A	D	N	H
---	---	---	---

## RS FORM CHANGES

### 55 FA (field #49)

- **CHANGED VALID ENTRY:**

removed

V = Conversion of service as specified to a new CLEC or recapping of an existing service.

added

V = Conversion of service as specified to a new CLEC.

- **CHANGED MATRIX:**

		<b><u>ACTIVITIES</u></b>									
		<b><u>N</u></b>	<b><u>C</u></b>	<b><u>D</u></b>	<b><u>T</u></b>	<b><u>R</u></b>	<b><u>V</u></b>	<b><u>W</u></b>	<b><u>S</u></b>	<b><u>B</u></b>	<b><u>Y</u></b>
<b><u>Reqtyp</u></b>	<b><u>E</u></b>	Ø R	O	D	Ø R	O	Ø R	Ø P	Ø P	Ø P	Ø P

O - Optional C - Conditional N - Not Required R - Required P - Prohibited

### 56 FEATURE (field #50)

- **CHANGED NOTES:**

removed

**NOTE 1:** Each telephone number requires a line-assignable USOC.

**NOTE 2:** Codes for feature identification are USOCs.

added

**NOTE:** Codes for feature identification are USOCs.

- **ADDED DATA ENTRY CONDITIONS:**

Each telephone number requires a line-assignable USOC.

If REQTyp is E and ACT is N, T or V, if FA is N or V,  
then FEATURE may not be populated with more than one of the following CREXN, CREXK,  
DH2, RTY, RTVXV or RTVXW.

- **CHANGED MATRIX:**

		<b><u>ACTIVITIES</u></b>									
		<b><u>N</u></b>	<b><u>C</u></b>	<b><u>D</u></b>	<b><u>T</u></b>	<b><u>R</u></b>	<b><u>V</u></b>	<b><u>W</u></b>	<b><u>S</u></b>	<b><u>B</u></b>	<b><u>Y</u></b>
<b><u>Reqtyp</u></b>	<b><u>E</u></b>	C	C	Ø P	C	C	C	C	C	C	C

O - Optional C - Conditional N - Not Required R - Required P - Prohibited

## RS FORM CHANGES

### 57 FEATURE DETAIL (field #51)

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- REMOVED DATA ENTRY CONDITION:

Per Line, if FA is N or V,

If FEATURE is populated with more than one of the following CREXN, CREXK, CREXV, DH2, RTY, RTVXV or RTVXW, then a reject notification is issued.

### 58 REF NUM (field #65)

---

- CHANGED FIELD EXAMPLE:

removed

0	0	2	3
---	---	---	---

added

2	3		
---	---	--	--

## PS FORM CHANGES

### 59 PON (field #1)

---

- **CHANGED NOTES:**

removed

**NOTE 1:** The Purchase Order Number may not be reused.

**NOTE 2:** The Purchase Order Number (PON) is not required if populated on the LSR form.

added

**NOTE 1:** The Purchase Order Number may not be reused

**NOTE 2:** The Purchase Order Number (PON) is not required if populated on the LSR form.

**NOTE 3:** Hyphen is the only special character allowed.

- **CHANGED DATA CHARACTERISTICS:**

removed

1 – 16 alpha / numeric characters

added

1 – 16 alpha / numeric / special characters

### 60 TN (field #13)

---

- **ADDED DATA ENTRY CONDITIONS:**

**Data Entry Condition 1:** If ACT is N, V or C and the LNA is N, the TN must be new and not already working.

**Data Entry Condition 2:** If ACT is V and the LNA is V, then the TN must be a valid working telephone number in the CRIS system.

### 61 LPIC (field #17)

---

- **REMOVED NOTE:**

removed

**Note:** The only valid entry is NA for LPIC until Dialing Parity becomes effective.

# PS FORM CHANGES

## 62 TC TO PRI (field #23)

- **CHANGED FIELD DESCRIPTION:**

removed

Identifies a primary TN to be used for a transfer of calls when there is more than one TN.

added

Identifies the telephone number to which calls are to be referred.

## 63 FEATURE DETAIL (field #42)

- **CHANGED FIELD EXAMPLE to allow only 24 characters :**

removed

/	C	F	N		3	1	4		2	3	5	-	5	0	0	0	/	R	C	Y	C		3		
---	---	---	---	--	---	---	---	--	---	---	---	---	---	---	---	---	---	---	---	---	---	--	---	--	--

added

/	C	F	N		3	1	4		2	3	5	-	5	0	0	0	/	R	C	Y	C		3	
---	---	---	---	--	---	---	---	--	---	---	---	---	---	---	---	---	---	---	---	---	---	--	---	--

- **REMOVED DATA ENTRY CONDITIONS:**

If REQ TYP is **F** or **M** and FA is N and FEATURE is populated with ZUNEL, then FEATURE DETAIL must be populated with ELC and one of the following: UBA, UBC, UBE, UBB, UBD, UBF OR 2U+++.

If REQ TYP EQUALS **F** or **M** and FA is N, LST is a DMS10 CLLI code, and FEATURE is ZUNEL, then FEATURE DETAIL must be /ELC followed by a space and UB+.

If REQ TYP EQUALS **F** or **M** and FA is N, LST is not a DMS 10 CLLI code, and FEATURE is ZUNEL, then FEATURE DETAIL must be /ELC and one of the following: UBC, UBE, UBD, UBF or 2U+++. (+++ = 3 alpha characters.)

If REQ TYP is **F** or **M** and ACT is **S** or **B...**

then one of the following must be populated in FEATURE DETAIL:  
DNPO, DNPI, DNPB.

If REQ TYP is **F** or **M** and FA is N, and FEATURE is ZUNEL and FEATURE DETAIL is /ELC UB+ , then FEATURE of SRPAN is prohibited.

## PS FORM CHANGES

### 63 FEATURE DETAIL (field #42) (continued)

- **ADDED DATA ENTRY CONDITIONS:**

If REQTyp equals F and ACT is N or V ....

OR

If REQTyp equals M and ACT is N or T or V ....

and FA is N, LST is not a DMS10 CLLI code, and FEATURE is ZUNEL, then FEATURE  
DETAIL must be /ELC and one of the following:

UBC, UBE, UBD, UBF, or 2U+++, LCP, LCP++ or EAS.

and FA is N, LST is a DMS10 CLLI code, and FEATURE is ZUNEL, then FEATURE  
DETAIL must be /ELC followed by a space and UB+, LCP, LCP++ or EAS.

If REQTyp equals F or M

and the FEATURE is ZUNEL and the FEATURE DETAIL is /ELC followed by a space  
and LCP or LCP++, then a FEATURE of EXC++ or OLK++ must be present.

If REQTyp is F or M and ACT is S or B...

and FEATURE is ZUNEL, then FEATURE DETAIL must be populated with one of the  
following: DNPO, DNPI, DNPB

If REQTyp equals F or M and ACT is C....

and LNA is N, FA is N, LST is a DMS 10 CLLI code, and FEATURE is populated with  
ZUNEL; then FEATURE DETAIL must be populated with /ELC followed by a space  
and UB+, LCP, LCP++ or EAS.

or

and LNA is N, FA is N, LST is not a DMS 10 CLLI code and FEATURE is populated  
with ZUNEL; then FEATURE DETAIL must be populated with /ELC followed by a  
space and one of the following: UBC, UBD, UBE, UBF or 2U+++, LCP, LCP++ or EAS.  
(+++ = 3 alpha characters.)

If REQTyp is F or M

and FEATURE is ZUNEL and LST is a DMS10 CLLI code, then FEATURE of SRPAN  
is prohibited.

### 64 REF NUM (field #44)

- **CHANGED FIELD EXAMPLE:**

removed

0	0	2	3
---	---	---	---

added

2	3		
---	---	--	--

## LS FORM CHANGES

### 65 PON (field #1)

---

- **CHANGED NOTES:**

removed

**NOTE 1:** The Purchase Order Number may not be reused.

**NOTE 2:** The Purchase Order Number (PON) is not required if populated on the LSR form.

added

**NOTE 1:** The Purchase Order Number may not be reused

**NOTE 2:** The Purchase Order Number (PON) is not required if populated on the LSR form.

**NOTE 3:** Hyphen is the only special character allowed.

- **CHANGED DATA CHARACTERISTICS:**

removed

1 – 16 alpha / numeric characters

added

1 – 16 alpha / numeric / special characters

### 66 CFA (field #14)

---

- **CHANGED FIELD DESCRIPTION:**

removed

2) **Facility Type:** which is usually identified through the use of a code set found in the Bellcore Practice BR 795-450-100. (i.e. T1 or 26-NL).

Valid Entries / Element 2:

- When "U" is first character
  - 2-6 alpha/numeric characters
- When "H" is first character
  - NN-NL (standard input is 26-NL)

added

2) **Facility Type:** which is usually identified through the use of a code set found in the Bellcore Practice BR 795-450-100. (i.e. T1, 26-NL or 26-STP).

Valid Entries / Element 2:

- When "U" is first character
  - 2-6 alpha/numeric characters
- When "H" is first character and SPEC is UAL
  - NN-NL or NN-STP (standard input is 26-NL or 26-STP)
- When "H" is first character and SPEC is not UAL
  - NN-NL (standard input is 26-NL)

## LS FORM CHANGES

### 67 DISC# (field #28)

---

- ADDED DATA ENTRY CONDITIONS:

**Data Entry Condition 1:** If the REQ TYP is A, ACT is V and the LNA is V , then the BAN1 must be the same for all disconnected telephone numbers on the LSR.

**Data Entry Condition 2:** If the REQ TYP is A, ACT is V and the LNA is V , then the disconnect telephone number must be a valid working number.

### 68 TC TO PRI (field #31)

---

- CHANGED FIELD DESCRIPTION:

removed

Identifies a primary TN to be used for a transfer of calls when there is more than one TN.

added

Identifies the telephone number to which calls are to be referred.

### 69 REF NUM (field #37)

---

- CHANGED FIELD EXAMPLE:

removed

0	0	2	3
---	---	---	---

added

2	3		
---	---	--	--

# LSNP FORM CHANGES

## 70 PON (field #1)

- CHANGED NOTES:

removed

**NOTE 1:** The Purchase Order Number may not be reused.

**NOTE 2:** The Purchase Order Number (PON) is not required if populated on the LSR form.

added

**NOTE 1:** The Purchase Order Number may not be reused

**NOTE 2:** The Purchase Order Number (PON) is not required if populated on the LSR form.

**NOTE 3:** Hyphen is the only special character allowed.

- CHANGED DATA CHARACTERISTICS:

removed

1 – 16 alpha / numeric characters

added

1 – 16 alpha / numeric / special characters

## 71 LNUM (field #8)

- CORRECTED MATRIX REQ TYP

removed

**ACTIVITIES**

	<b><i>N</i></b>	<b><i>C</i></b>	<b><i>D</i></b>	<b><i>T</i></b>	<b><i>R</i></b>	<b><i>V</i></b>	<b><i>W</i></b>	<b><i>S</i></b>	<b><i>B</i></b>	<b><i>Y</i></b>
<b><i>Reqtyp A</i></b>	R	R	R	R	R	R				

added

**ACTIVITIES**

	<b><i>N</i></b>	<b><i>C</i></b>	<b><i>D</i></b>	<b><i>T</i></b>	<b><i>R</i></b>	<b><i>V</i></b>	<b><i>W</i></b>	<b><i>S</i></b>	<b><i>B</i></b>	<b><i>Y</i></b>
<b><i>Reqtyp B</i></b>	R	R	R	R	R	R				

- CORRECTED FOOTER

removed

Footnote on LSOR Page: **10. Loop Service (LS)**

added

Footnote on LSOR Page: **10. Loop Service w/ Number Portability (LSNP)**

# LSNP FORM CHANGES

## 72 CFA (field #16)

### • CHANGED FIELD DESCRIPTION:

#### removed

2) **Facility Type:** which is usually identified through the use of a code set found in the Bellcore Practice BR 795-450-100. (i.e. TI or 26-NL).

#### Valid Entries / Element 2:

- When "U" is first character
  - 2-6 alpha/numeric characters
- When "H" is first character
  - NN-NL (standard input is 26-NL)

#### added

2) **Facility Type:** which is usually identified through the use of a code set found in the Bellcore Practice BR 795-450-100. (i.e. TI, 26-NL or 26-STP).

#### Valid Entries / Element 2:

- When "U" is first character
  - 2-6 alpha/numeric characters
- When "H" is first character and SPEC is UAL
  - NN-NL or NN-STP (standard input is 26-NL or 26-STP)
- When "H" is first character and SPEC is not UAL
  - NN-NL (standard input is 26-NL)

## 73 PORTED # (field #30)

### • REMOVED NOTES 1 through 3 and ADDED a new NOTE:

#### removed

**NOTE 1:** When Activity equals "T" the ported number must be within the same serving office.

**NOTE 2:** For Local Number Portability, this is the telephone number being disconnected on a export (loss) to another CLEC.

**NOTE 3:** This number may also identify the billing account number of the ported number.

#### added

**NOTE:** For Local Number Portability, this is the telephone number being disconnected on an export (loss) to another CLEC.

### • CHANGED MATRIX:

#### ACTIVITIES

	N	C	D	T	R	V	W	S	B	Y
Reqtyp B	R	OR	R	O	O	R				

O - Optional C - Conditional N - Not Required R - Required P - Prohibited

# LSNP FORM CHANGES

74 NPT (field #33)

- CHANGED MATRIX:**

	<b><u>ACTIVITIES</u></b>									
	<b><i>N</i></b>	<b><i>C</i></b>	<b><i>D</i></b>	<b><i>T</i></b>	<b><i>R</i></b>	<b><i>V</i></b>	<b><i>W</i></b>	<b><i>S</i></b>	<b><i>B</i></b>	<b><i>Y</i></b>
<b><i>Reqtyp B</i></b>	R	OR	N	O	N	R				

O - Optional C - Conditional N - Not Required R - Required P - Prohibited

- CHANGED NOTE:**

removed

**NOTE:** Required when installing NP or INP new or changing from one type to another.

added

**NOTE:** Required when requesting NP or INP new or changing from one INP type to another INP type.

- CHANGED VALID ENTRIES:**

removed

A = I NP-Direct  
B = INP-Remote  
D = Local Routing Number (LRN)

added

A = INP-Direct  
B = INP-Remote  
D = Local Routing Number (LRN)

75 NPTG (field #35)

- CHANGED MATRIX:**

	<b><u>ACTIVITIES</u></b>									
	<b><i>N</i></b>	<b><i>C</i></b>	<b><i>D</i></b>	<b><i>T</i></b>	<b><i>R</i></b>	<b><i>V</i></b>	<b><i>W</i></b>	<b><i>S</i></b>	<b><i>B</i></b>	<b><i>Y</i></b>
<b><i>Reqtyp B</i></b>	OC	O	N	O	N	C				

O - Optional C - Conditional N - Not Required R - Required P - Prohibited

## LSNP FORM CHANGES

### **76** TC TO PRI (field #41)

---

- CHANGED FIELD DESCRIPTION:

removed

Identifies a primary TN to be used for a transfer of calls when there is more than one TN.

added

Identifies the telephone number to which calls are to be referred.

### **77** TC TO SEC (field #42)

---

- ADDED NOTE:

**NOTE:** 19 occurrences allowed per REFNUM.

### **78** TC ID (field #44)

---

- ADDED NOTE:

**NOTE:** 20 occurrences allowed per REFNUM.

### **79** TC NAME (field #45)

---

- ADDED NOTE:

**NOTE:** 20 occurrences allowed per REFNUM.

## LSNP FORM CHANGES

80 \_\_\_\_\_ **REF NUM (field #47)**

---

- **CHANGED FIELD EXAMPLE:**

removed

0	0	2	3
---	---	---	---

added

2	3		
---	---	--	--

## NP FORM CHANGES

### 81 PON (field #1)

---

- **CHANGED NOTES:**

removed

**NOTE 1:** The Purchase Order Number may not be reused.

**NOTE 2:** The Purchase Order Number (PON) is not required if populated on the LSR form.

added

**NOTE 1:** The Purchase Order Number may not be reused

**NOTE 2:** The Purchase Order Number (PON) is not required if populated on the LSR form.

**NOTE 3:** Hyphen is the only special character allowed.

- **CHANGED DATA CHARACTERISTICS:**

removed

1 – 16 alpha / numeric characters

added

1 – 16 alpha / numeric / special characters

### 82 ECCKT (field #13)

---

- **CHANGED NOTE:**

removed

**NOTE:** Use of ranging is based on SWBT/CLEC negotiations.

added

**NOTE 1:** Use of ranging is based on SWBT/CLEC negotiations.

**NOTE 2:** Virgules, periods, and spaces are valid delimiters.

## NP FORM CHANGES

**83** PORTED # (field #14)

---

- **CHANGED FIELD DESCRIPTION:**

removed

Identifies the telephone number to retained.

added

Identifies the telephone number to be retained.

- **REMOVED NOTES 1 through 3 and ADDED a new NOTE:**

removed

**NOTE 1:** When Activity equals "T" the ported number must be within the same serving office.

**NOTE 2:** For Local Number Portability, this is the telephone number being disconnected on a export (loss) to another CLEC.

**NOTE 3:** This number may also identify the billing account number of the ported number.

added

**NOTE:** For Local Number Portability, this is the telephone number being disconnected on an export (loss) to another CLEC.

- **CHANGED MATRIX:**

		<b><u>ACTIVITIES</u></b>									
		<b><i>N</i></b>	<b><i>C</i></b>	<b><i>D</i></b>	<b><i>T</i></b>	<b><i>R</i></b>	<b><i>V</i></b>	<b><i>W</i></b>	<b><i>S</i></b>	<b><i>B</i></b>	<b><i>Y</i></b>
<b>Reqtyp C</b>		R	OR	R		O	R				

## NP FORM CHANGES

**84** \_\_\_\_\_ ***NPT (field #17)***

---

- CHANGED MATRIX:

		<u>ACTIVITIES</u>								
Reqtyp C	N	C	D	T	R	V	W	S	B	Y
	R	OR	N		N	R				

- CHANGED NOTE:

removed

**NOTE:** Required when installing NP or INP new or changing from one type to another.

added

**NOTE:** Required when requesting NP or INP new or changing from one INP type to another INP type.

**85** \_\_\_\_\_ ***NPTG (field #19)***

---

- CHANGED MATRIX:

		<u>ACTIVITIES</u>								
Reqtyp C	N	C	D	T	R	V	W	S	B	Y
	OC	O	N		N	C				

## NP FORM CHANGES

### **86** TC TO PRI (field #25)

---

- CHANGED FIELD DESCRIPTION:

removed

Identifies a primary TN to be used for a transfer of calls when there is more than one TN.

added

Identifies the telephone number to which calls are to be referred.

### **87** TC TO SEC (field #26)

---

- ADDED NOTE:

~~NOTE: 19 occurrences allowed per REFNUM.~~

### **88** TC ID (field #27)

---

- ADDED NOTE:

~~NOTE: 20 occurrences allowed per REFNUM.~~

### **89** TC NAME (field #28)

---

- ADDED NOTE:

~~NOTE: 20 occurrences allowed per REFNUM.~~

### **90** REF NUM (field #31)

---

- CHANGED FIELD EXAMPLE:

removed

0	0	2	3
---	---	---	---

added

2	3		
---	---	--	--

# DSR FORM CHANGES

91 PON (field #1)

---

- **CHANGED NOTES:**

removed

**NOTE 1:** The Purchase Order Number may not be reused.

**NOTE 2:** A unique number must be used for requests for listings of different end users or for subsequent requests for the same end user.

**NOTE 3:** If combined request, this entry must match the PON field on the LSR Form.

added

**NOTE 1:** The Purchase Order Number may not be reused.

**NOTE 2:** A unique number must be used for requests for listings of different end users or for subsequent requests for the same end user.

**NOTE 3:** If combined request, this entry must match the PON field on the LSR Form.

**NOTE 4:** Hyphen is the only special character allowed.

- **CHANGED DATA CHARACTERISTICS:**

removed

1 – 16 alpha / numeric characters

added

1 – 16 alpha / numeric / special characters

# DSR FORM CHANGES

92 D/TSENT (field #14)

---

- **CHANGED VALID ENTRIES:**

removed

Two Digit Century (00-99)  
Two Digit Year (00-99)  
Two Digit Month (01-12)  
Two Digit Day (01-31)  
Two Digit Hour (01-12)  
Two Digit Minute (00-59)  
AM or PM

added

Two Digit Century (00-99)  
Two Digit Year (00-99)  
Two Digit Month (01-12)  
Two Digit Day (01-31)  
Two Digit Hour (01-12)  
Two Digit Minute (00-59)

- **CHANGED DATA CHARACTERISTICS:**

removed

17 numeric characters including 3 pre-printed hyphens

added

12 numeric characters

- **CHANGED FIELD EXAMPLE:**

removed

1	9	9	7	-	0	5	-	2	2	1	1	1	5	A	M
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

added

1	9	9	7	0	5	2	2	1	1	1	5
---	---	---	---	---	---	---	---	---	---	---	---

# DSR FORM CHANGES

93 ACT (field #22)

---

- **CHANGED VALID ENTRIES:**

removed

**N** = New Installation and/or account

**C** = Change to an existing account (e.g., rearrangement, partial disconnect or addition)

**D** = Disconnection

**R** = Record activity is for ordering administrative changes

added

**VALID ENTRIES**

**N** = New Installation and/or account

**C** = Change to an existing account

**D** = Disconnection

**T** = Outside Move of end user location

**R** = Record activity

**V** = Conversion of service to new CLEC

**W** = Conversion as is

**S** = Suspend

**B** = Restore

**Y** = Deny

# DSR FORM CHANGES

94 REMARKS (field #73)

- CHANGED MATRIX to gray out REQ TYP J, Activity V

removed

## ACTIVITIES

		N	C	D	T	R	V	W	S	B	Y
R	A	N	N	N	N	N	N				
E	B	N	N	N	N	N	N				
Q	C	N	N	N		N	N				
T	E	N	N	N	N	N	N				
Y	F	N	N	N		N	N				
P	J	O	O	O		O	O				
	M	N	N	N	N	N	N				

O - Optional C - Conditional N - Not Required R - Required P - Prohibited

added

## ACTIVITIES

		N	C	D	T	R	V	W	S	B	Y
R	A	N	N	N	N	N	N				
E	B	N	N	N	N	N	N				
Q	C	N	N	N		N	N				
T	E	N	N	N	N	N	N				
Y	F	N	N	N		N	N				
P	J	O	O	O		O					
	M	N	N	N	N	N	N				

O - Optional C - Conditional N - Not Required R - Required P - Prohibited

## DL FORM CHANGES

### 95 PON (field #1)

---

- **CHANGED NOTES:**

- removed**

- NOTE 1:** The Purchase Order Number may not be reused.

- NOTE 2:** A unique number must be used for requests for listings of different end users or for subsequent requests for the same end user.

- NOTE 2:** If combined request, this entry must match the PON field on the LSR Form.

- added**

- NOTE 1:** The Purchase Order Number may not be reused.

- NOTE 2:** A unique number must be used for requests for listings of different end users or for subsequent requests for the same end user.

- NOTE 3:** If combined request, this entry must match the PON field on the LSR Form.

- NOTE 4:** Hyphen is the only special character allowed.

- **CHANGED DATA CHARACTERISTICS:**

- removed**

- 1 – 16 alpha / numeric characters

- added**

- 1 – 16 alpha / numeric / special characters

### 96 SC1 (field #5)

---

- **CHANGED NOTE:**

- removed**

- NOTE 2:** When first position of REQ TYP E, F, or M, SC1 must be blank.

- added**

- NOTE 3:** See the SC1 documentation on the DSR form for Data Entry Conditions.

### 97 TOA (field #16)

---

- **ADDED CONDITION:**

**CONDITION:** Required when REQ TYP equals "B" and ACT equals "D" and SC1 equals STLS or DAL S, otherwise not required.

# DL FORM CHANGES

98 DOI (field #18)

• CHANGED MATRIX:

		<b>ACTIVITIES</b>									
		<b>N</b>	<b>C</b>	<b>D</b>	<b>T</b>	<b>R</b>	<b>V</b>	<b>W</b>	<b>S</b>	<b>B</b>	<b>Y</b>
<b>R</b>	<b>A</b>	R	R	R	R	R	R				
<b>E</b>	<b>B</b>	R	R	CR	R	R	R				
<b>Q</b>	<b>C</b>	R	R	N		R	R				
<b>T</b>	<b>E</b>	R	R	N	R	R	R				
<b>Y</b>	<b>F</b>	R	R	N		R	R				
<b>P</b>	<b>J</b>	R	R	R		R					
	<b>M</b>	R	R	N	R	R	R				

O - Optional C - Conditional N - Not Required R - Required P - Prohibited

• REMOVED CONDITION:

**CONDITION:** Required when REQ TYP equals "B" and ACT equals "D" and SC1 equals STLS or DAL S, otherwise not required.

99 CR (field #71)

• CORRECTED CONDITION:

removed

**CONDITION:** Required when the 2nd and 3rd position of RTY field is "CR", otherwise not required..

added

**CONDITION:** Required when the 2nd and 3rd position of RTY field is "CR", otherwise not required.

OMITTED DOUBLE PERIODS.

## DSCR FORM CHANGES

### 100 PON (field #1)

---

- **CHANGED NOTES:**

removed

**NOTE 1:** The Purchase Order Number may not be reused.

**NOTE 2:** A unique number must be used for requests for listings of different end users or for subsequent requests for the same end user.

**NOTE 3:** If combined request, this entry must match the PON field on the LSR Form.

added

**NOTE 1:** The Purchase Order Number may not be reused.

**NOTE 2:** A unique number must be used for requests for listings of different end users or for subsequent requests for the same end user.

**NOTE 3:** If combined request, this entry must match the PON field on the LSR Form.

**NOTE 4:** Hyphen is the only special character allowed.

- **CHANGED DATA CHARACTERISTICS:**

removed

1 – 16 alpha / numeric characters

added

1 – 16 alpha / numeric / special characters

### 101 SC1 (field #5)

---

- **ADDED NOTE:**

**NOTE 3:** See the SC1 documentation on the DSR form for Data Entry Conditions.

### 102 INNSTN (field #27)

---

- **CHANGED DATA CHARACTERISTICS:**

removed

1-20 alpha / numeric characters  
(including 2 pre-printed hyphens)

added

1-20 alphanumeric / special characters

## DSCR FORM CHANGES

**103** ***INTEXT (field #28)***

- **CHANGED DATA CHARACTERISTICS:**

removed

**1 – 50 alpha / numeric characters**

*added*

**1-50 alphanumeric / special characters**

- **CHANGED FIELD EXAMPLE:**

removed

B	R	A	N	C	H	O	F	F	I	C	E	S								
---	---	---	---	---	---	---	---	---	---	---	---	---	--	--	--	--	--	--	--	--

*added*

B	R	A	N	C	H	O	F	F	I	C	E	S								
---	---	---	---	---	---	---	---	---	---	---	---	---	--	--	--	--	--	--	--	--

[illegible]

--	--	--	--	--



**CLEC A****Manual Reject Orders  
December-99**

Error # on Chart	% of Errors	Error Code	Error Description
1	0.016%	120	VERIFY STREEN NAME OR SPELLING
2	0.026%	140	NEET APT/SUITE NUMBER
3	0.003%	150	VERIFY APT/SUITE NUMBER
4	0.010%	200	VERIFY TN
5	0.010%	210	VERIFY NAME
6	0.013%	220	NAME AND TN DO NOT MATCH
7	0.003%	230	CUSTOMER NAME AND ADDRESS DO NOTMATCH
8	0.003%	260	TN NOT YOUR EU
9	0.007%	300	MAKE DISPOSITION OF ALL ACCOUNTS
10	0.322%	700	NEED CORRECT FORM
11	0.013%	900	CONFIRM INFORMATION-UNABLE TO READ
12	0.111%	980	DUPLICATE ORDER
13	0.010%	L20	VERIFY AN
14	0.003%	L21	VERIFY ATN
15	0.046%	L24	DD NOT AVAILABLE
16	0.049%	L25	FDT NOT AVAILABLE
17	0.003%	L26	VERIFY DNUM (OPTIONAL)
18	0.088%	L27	VERIFY LNUM
19	0.007%	L28	NOT ABLE TO PORT LNUM
20	0.010%	L30	PROVIDE NEW BTN FOR REMAINING NUMBERS
21	0.075%	L31	TN ON LSR NOT FOUND ON ACCOUNT
22	0.049%	L32	TN NOT ADDRESSED
23	0.013%	L37	TN & CUSTOMER NAME DO NOT MATCH
24	0.046%	L38	CUSTOMER NAME AND ADDRESS DO NOT MATCH
25	0.003%	L39	VERIFY PORTING OF TRUNKS
26	0.046%	L40	VERIFY/DISPOSITION OF CIRCUITS
27	0.007%	L41	ACCOUNT NOT FOUND
28	0.013%	L43	INCORRECT OR MISSING PON
29	0.026%	L44	PG# MISSING OR INVALID
30	0.081%	L46	DDD ENTRY MISSING OR INVALID
31	0.010%	L47	REQUEST TYPE MISSING OR INVALID
32	0.003%	L48	ACT MISSING OR INVALID
33	0.003%	MR0001	DUPLICATE LSR'S
34	0.003%	MR0002	ACT INVALID WITH REQUEST
35	0.010%	MR0004	INVALID SUPP TYPE PROVIDED DDD IS LESS THAN 3 WORK DAYS AND EXP IS BLANK
36	0.010%	MR0012	BLANK
37	0.003%	MR0015	REQUESTED DUE DATE IS NOT AVAILABLE
38	0.007%	MR0016	HOURS INCREMENTS
39	0.010%	MR0017	REQUESTED DESIRED FRAME DUE TIME IS NOT AVAILABLE
40	0.026%	MR0023	INVALID ADDRESS
41	0.023%	MR0026	END USER NAME/TN/ADDRESS DO NOT MATCH
42	0.013%	MR0028	ECCKT INVALID FOR LATA,SPEC AND NC COMBO
43	0.007%	MR0034	INVALID RCYC ON REQUEST
44	0.003%	MR0048	INCORRECT DISPOSITION OF HUNTING LINES

Error # on Chart	% of Errors	Error Code	Error Description
45	0.049%	MR1000	VERIFY HOUSE NUMBER
46	0.182%	MR1001	VERIFY STREET NAME OR SPELLING
47	0.010%	MR1002	NEED DIRECTIONAL FOR THIS ADDRESS (N,S,E,W)
48	0.111%	MR1003	APT/STE # NOT APPLICABLE
49	0.127%	MR1004	VERIFY TN
50	0.982%	MR1006	VERIFY NAME
51	0.013%	MR1008	ACCOUNT NOT FOUND
52	0.003%	MR1009	ALREADY YOUR ACCOUNT
53	0.042%	MR1010	ACCOUNTS
54	0.003%	MR1011	WORKING SERVICE - SAME NAME
55	0.449%	MR1018	NEED CORRECT FORM
56	0.016%	MR1019	ORDER CANCELED/REJECTED-RSCP ON ACCOUNT
57	0.107%	MR1020	-----
58	0.179%	MR1021	DUPLICATE REQUEST
59	0.055%	MR1022	NAME,ADDRESS, TN DO NOT MATCH
60	0.192%	MR1023	VERIFY ALL TNS
61	0.549%	MR1024	ADDRESS INCORRECT
62	0.013%	MR1025	VERIFY NC CODE ENTRY
63	0.007%	MR1026	VERIFY NCI CODE ENTRY
64	0.003%	MR1027	VERIFY ECCKT CODE ENTRY
65	0.010%	MR1028	VERIFY CKR#
66	0.016%	MR1029	VERIFY BAN
67	0.137%	MR1030	TN ON REQUEST NOT FOUND ON ACCOUNT
68	0.163%	MR1031	TN NOT ADDRESSED
69	3.097%	MR1034	VERIFY -----
70	0.003%	MR1035	CIRCUIT NOT FOUND
71	0.111%	MR1036	INCORRECT PON OR MISSING PON
72	0.007%	MR1037	DUPLICATE CHANNEL NUMBERS
73	0.033%	MR1038	INCORRECT ACTL OF CFA
74	0.068%	MR1039	VERIFY AN
75	0.299%	MR1040	VERIFY ATN
76	0.013%	MR1041	VERIFY DNUM(OPTIONAL)
77	0.475%	MR1042	VERIFY LNUM
78	0.013%	MR1043	NOT ABLE TO PORT LNUM
79	0.033%	MR1044	PROVIDE NEW BTN FOR REMAINING NUMBERS
80	0.146%	MR1045	TN ON LSR NOT FOUND ON ACCOUNT
81	0.016%	MR1046	VERIFY PORTING OF TRUNKS
82	0.020%	MR1047	VERIFY DISPOSITION OF CIRCUITS
83	0.029%	MR1048	AGAUTH MISSING OR INVALID
84	0.049%	MR1049	PG# MISSING OR INVALID
85	0.345%	MR1050	D/T SENT MISSING OR INVALID
86	0.959%	MR1051	DDD ENTRY MISSING OR INVALID
87	0.033%	MR1052	REQUEST TYPE MISSING OR INVALID
88	0.020%	MR1053	ACT MISSING OR INVALID
89	0.010%	MR1054	CC MISSING OR INVALID
90	0.046%	MR1055	VERIFY CFA
91	0.016%	MR1057	VERIFY AGAUTH
92	0.052%	MR1059	VERIFY ZIP
93	0.023%	MR1060	VERIFY CHC

Error # on Chart	% of Errors	Error Code	Error Description
94	0.016%	MR1061	VERIFY NPT
95	0.007%	U20	VERIFY AN (BTN)
96	0.007%	U26	VERIFY TN FOR DNUM
97	0.007%	U32	TN NOT ADDRESSED
	<b>10.602%</b>		<b>Percent errors compared to orders typed**</b>

**\*\* One order could result in multiple errors.**

**CLEC B****Mechanized Reject Orders  
December-99**

<b>Error # on Chart</b>	<b>% of Errors</b>	<b>Error Code</b>	<b>Error Description</b>
1	1.8%	MR0001	DUPLICATE LSR'S
2	1.8%	MR0004	INVALID SUPP TYPE PROVIDED
3	1.8%	MR0007	TYPE OF SERVICE IS NOT VALID
4	1.8%	MR0011	DDD IS LESS THAN 2 WORK DAYS AND EXP IS BLANK
5	1.8%	MR0015	REQUESTED DUE DATE IS NOT AVAILABLE
6	3.6%	MR0021	PORTED TN NOT ABLE TO BE PORTED
7	5.4%	MR0022	TN NOT YOUR CUSTOMER ACCOUNT
8	7.1%	MR0023	INVALID ADDRESS
9	1.8%	MR0025	SERVICE ADDRESS IS INDEFINITE - DESCRIPTIVE LOCATION IS NEEDED
10	10.7%	MR0026	END USER NAME/TN/ADDRESS DO NOT MATCH
11	1.8%	MR0028	ECCKT INVALID FOR LATA,SPEC AND NC COMBO
12	10.7%	MR0036	INVALID CFA
13	8.9%	MR0048	INCORRECT DISPOSITION OF HUNTING LINES
14	8.9%	MR1036	INCORRECT PON OR MISSING PON
15	1.8%	MR1040	VERIFY ATN
	<b>69.64%</b>		<b>Percent errors compared to orders typed**</b>

**\*\* One order could result in multiple errors.**



### **Service Order Accuracy Guidelines**

The Error Resolution Team (ERT) provides weekly feedback to all line units regarding errors caused by service representatives in their unit. The ERT service representatives check the BU02 Report (Orders Not Distributed) and the BUC2 Report (Unposted Service Orders), daily to ensure that all service orders are posting in a timely manner. This function is reported in Performance Measurement No. 17, Billing Completeness and is measured at parity with SWBT retail organizations.

The line managers will trend these errors and implement improvement plans as needed to hold each service representative accountable for their own errors (which could have been avoided).

### **Service Order Accuracy – Measurement of Work Requirements**

Service Order Accuracy standards have been implemented in SWBT's Local Service Centers and are monitored and evaluated to determine individual service representative errors. These standards are incorporated in the Non-management Performance Appraisal Plan (NPAP) and are included in each service representatives overall performance rating. In the event an individual service representative's service order accuracy is rated "below expectations," disciplinary action is taken in compliance with the LSC NPAP standards and in accordance with the 1998 Labor Agreements between SWBT and the Communication Workers of America.

**RESIDENCE REPRESENTATIVE**  
100 – 99.1% Exceeds Expectations  
99.0 – 98.0% Meets Expectations  
< 98% Below Expectations

**BUSINESS REPRESENTATIVE \***  
100 – 95.1% Exceeds Expectations  
95.0 – 86.0% Meets Expectations  
< 86% Below Expectations

\* The Business representative's expectations are marginally lower than Residence representative's expectations due to the complex nature of the service orders involved in the evaluation.





### October - December Reject/Fallout Information

#### MAJOR LASR GUI REJECT REASONS:

- EU Name/TN/Address do not match
- TN not on customer account
- Activity invalid with request
- Due Date Incorrect
- Invalid Feature/Line Feature/USOC
- Invalid feature activity

#### MAJOR REASONS FOR FALL-OUT:

- UNE orders with incorrect addresses on the LSR are causing the C orders to complete with the wrong address. The D and N orders have the correct address, pulled from existing records, and the C order, which CLEC populates, has the incorrect address. The LSC is documenting these cases and has assigned two service representatives to handle the incorrect address issue.
- Change orders have end user name field populated
- AHN Indefinite addresses
- Expedite requests
- Invalid due dates
- New connects with working TN's. Pending order in the system waiting for due date. Another order is placed with the same TN. Secondary orders are being completed before Pending order due date. Pending order goes into ESOI status. LSC has to assign a different TN and notify CLEC. We suspect that CLEC is pulling banks of TN's and holding them for a period of time before assigning them. Working with account team and SME to solve problem.